



# FMC Logistics Transport

## The logistics hub of Migros

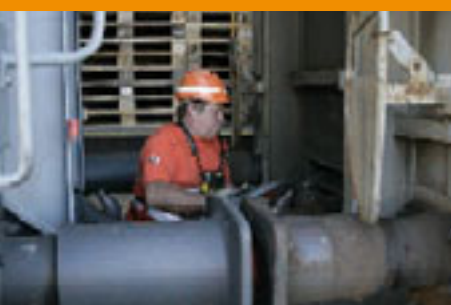


**MIGROS**

Stefan Moser, marshalling yard operative, SBB Cargo, RCP Team Rhine Ports

“Migros is SBB Cargo’s largest Swiss railroad customer. FMC Logistics Transport is a reliable partner.”





# Complete solutions

As the logistics hub of the entire Migros group we develop – in close cooperation with our customers – efficient transport logistics solutions along the entire value added chain, from production to display of the products on store shelves; irrespective of whether we are handling raw or semi-finished products for Migros Industry, foods that are mass-produced or sensitive to temperature. Non Food, NearFood, Food or fresh products are supplied quickly, on time and with the correct quality. In order to achieve this, we work with selected partners in Switzerland and abroad, who meet the high quality standards of FMC Logistics Transport – such as SBB Cargo. Our know-how and longstanding experience as regards procurement transports from all over the world and domestic transports within Switzerland allows us to provide tailor-made solutions at all times.

Some eighty percent of all textiles sold by Migros originate from the Far East – predominantly India and China. They are shipped on container ships to Bremerhaven or Hamburg. The majority of food produce (preserved food) is, on the other hand, shipped from overseas via Rotterdam or Antwerp and then by Rhine barge to Basle. Delivery to the loading bays of the national distribution centers, the operational centers of the Cooperatives or the Migros industrial companies is predominantly by rail. Migros transports more than 98 percent of all containers that arrive in European sea ports from overseas, from there they continue their journey by rail.

Frontispiece: Roland Fessler, First Officer of the Rhine barge MS ALPINA-VELA

Slobodan Bogdanovic, Driver for Migros Federation Zurich, Zurich

“Due to the close cooperation with FMC Logistics Transport we operate at a higher capacity and have fewer empty loads. I find this very good.”





# Transport management

We provide our transport and logistics services for our customers – the Marketing department of the Federation of Migros Cooperatives (FMC), the Migros industrial companies, the distribution centers in Neuendorf (MVN) and Suhr (MVS) as well as third-party customers and external suppliers. In order to ensure an efficient utilization of our transport capacities and effectively coordinate the shipment of fresh produce, we work hand in hand with the transport organizations of the Migros Cooperatives and closely match our transport flows. When required, we can also handle the entire transport management for supplying stores of a Migros Cooperative and supply stores directly – without first going through the operational centre. Eighty percent of all Non- and NearFood products as well as nine out of ten deep frozen products ex Neuendorf and over sixty percent of all Food products from the Migros Distribution Center Suhr are transported to their destination in this way.

The Migros stores are supplied with fresh products, such as vegetables, fruit or meat and all “regional products for the region” and local specialties through the operational centre of their Cooperative. The Cooperative Migros Zurich is furthermore a transshipment point for fresh fish and M-Budget bananas, which it also processes and packages for other Cooperatives. FMC Logistics Transport ships them from Zurich to their respective destination.

Hansjörg Meili, Goods Flow Manager, Migros Distribution Center Volketswil (MVV)

“We require sufficient capacity and reliable deliveries from our transport partners. FMC Logistics Transport guarantees both.”



# Capacities



At national level we rely on a basic fleet of 200 trucks. These are supported by a dense network of vans, which we can mobilize quickly during peak times, e.g. promotions or public holidays. For shipments from abroad we cooperate with international freight forwarders and shipping agents with whom we negotiate favorable conditions and guaranteed capacities for our customers. We also ensure continuous, web-based tracking of shipments – from handover of the goods at the supplier, loading at the port of departure, unloading of the shipment in the European port of destination, customs clearance and up to acknowledging the receipt of goods in Switzerland; allowing our customers to rely on us at all times.

The Textile Logistics Centre Volketswil inspects all clothes and shoes sold by Migros, prepares them for sale and stores them ready for call-off – 80,000 to 120,000 pieces per day. The equivalent of 1000, 2000, 3000 etc. boxes or approx. 400 palettes.

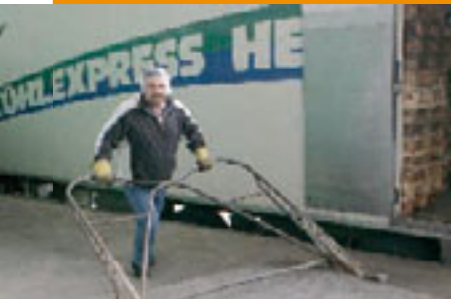
Maria Fehlmann, customer of Migros Market Limmatplatz, Zurich

“I have never wondered how the fresh fruit and vegetables get to Migros each day. I simply regard it as natural that they are there.”





# Know-how



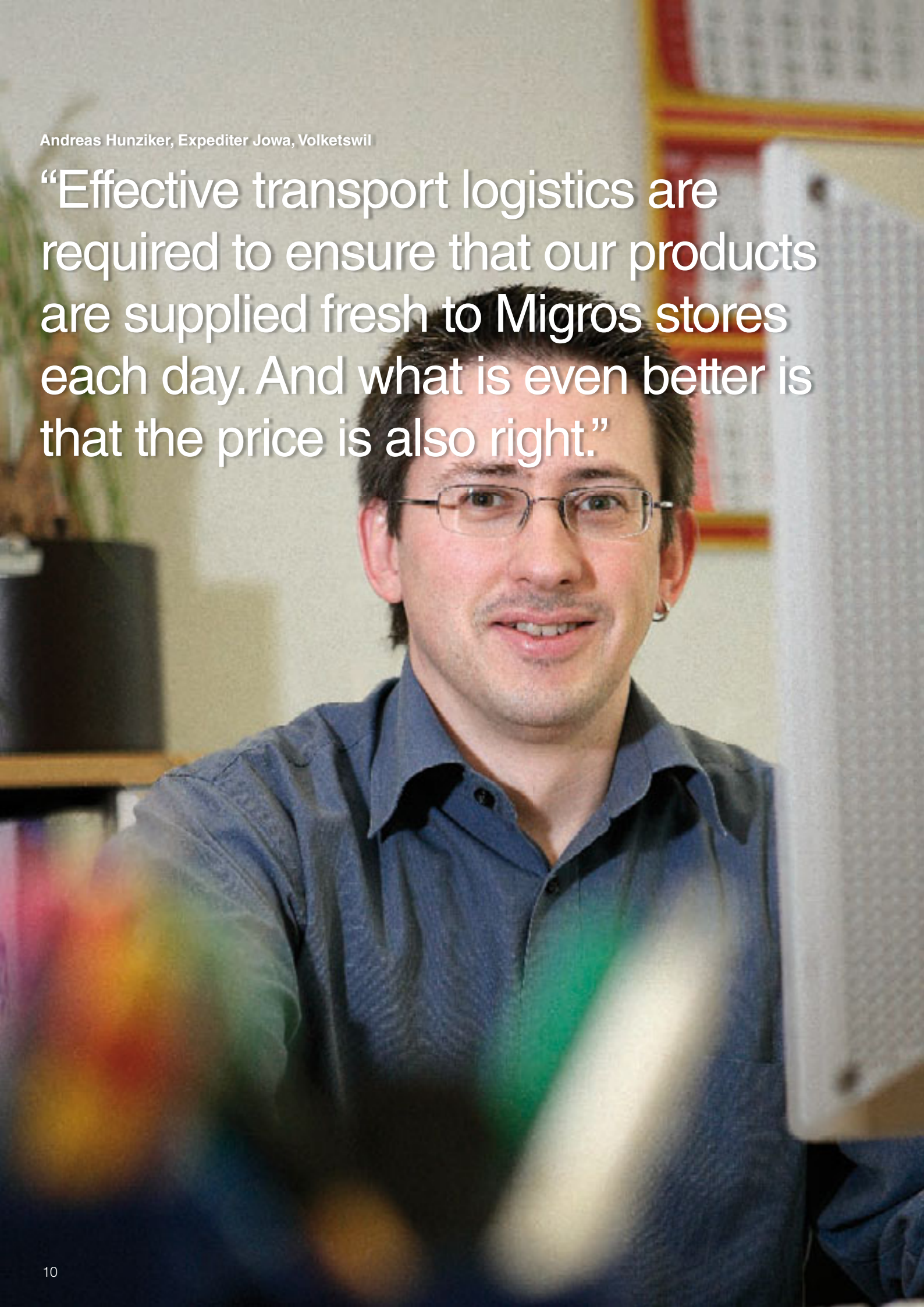
Customer greeted by fresh products and fully stocked shelves at Migros each day during the entire time of opening are hardly aware of the logistical efforts that this requires. In particular during promotions or prior to public holidays, when demand virtually explodes, this requires considerable know-how and skill. This does not affect our expeditors. Not only because they are certain that they can increase vehicle capacities within a very short time but also because they know the processes and operations of their customers – sometimes better than the customers themselves – know the most suitable transport systems and routes and when drivers have to observe their rest times. This allows us to plan in advance and react in a flexible manner to different requirements.

The transport of many fresh products such as fruit, salads and vegetables but also of all dairy products requires considerable efforts from the logistics operation. Not only with regard to quality but also with regard to speed.

Milk from our production site in Estavayer is consequently constantly collected around the clock in order to ensure that Migros customers all over Switzerland can find really fresh milk on the shelves from opening to closing of their store.

Andreas Hunziker, Expediter Jowa, Volketswil

“Effective transport logistics are required to ensure that our products are supplied fresh to Migros stores each day. And what is even better is that the price is also right.”





# Conditions

Due to restrictive cost management and continuous optimization of transport capacities managed by ourselves, we can offer our customers logistics services at favorable conditions. At national level, our mobile Van Disposition System (CADIS) plays an important role. Our expeditors send route orders and late changes directly to our drivers' specially configured PDAs. Our GPS system provides us with the location of a vehicle at all times and can record and exchange precise arrival and departure times. We can therefore inform our customers of any delays at an early stage, allowing them to best plan the use of their loading bay personnel. CADIS provides an overview of the entire national logistics network at all times. We can thus coordinate transport flows in the best possible manner and can, as far as possible, prevent empty loads. This increases efficiency and saves costs.

A PDA shows the next route to the driver at all times and the GPS guides him to the loading or unloading point. The CADIS-PDA which can be quickly installed in the cab with the aid of a fixing, convinces young and experienced drivers alike.

Victor Näf, Logistics Clerk Midor, Meilen

“The Exchange Equipment Management ensures that we always have sufficient containers and palettes available.”





# Container management

Our staff of Migros Exchange Equipment Management (MTM) use the Internet-based Exchange Equipment Information System (TGIS) on the Website [tauschgeraete.ch](http://tauschgeraete.ch) to network all Cooperatives, industry and service companies of Migros with over 1000 suppliers. They control and manage the entire exchange equipment pool and organize all reusable packaging such as containers, pallets, wire-mesh surrounds and so-called M-Tainers within the Migros group. In order for a supplier to use the Migros exchange equipment he enters into a partnership with MTM. All TGIS participants pay rent for the use of the containers, per used piece of equipment and per day. Our active management of the exchange equipment contributes to processing the goods traffic within Migros in an efficient and cost-effective manner.

An efficient movement of goods not only requires a sufficient number of containers to be kept in circulation. In addition, damaged exchange equipment must be repaired or replaced in time and dirty containers must be cleaned.

Christian Mettler, Contract Driver, Mettler Transport AG, Bischofszell

“My father was already a driver for FMC Logistics Transport. I am proud of that.”



# Partner

We only use our own vehicles for transporting some goods. In Switzerland we mainly work together with fixed partners, of which some are already the second and third generation of drivers for Migros. For goods procured from abroad we also work together with experienced freight forwarders and shipping agents. At the same time, we promote fair working conditions and a better quality of life. In this way we contribute to Migros customers being able to purchase quality products with a clear conscience.



Reliability is one of the most important factors for us for the cooperation with our transport partners.

Pilar Provenzano with Arianna, customer of Migros Market Limmatplatz, Zurich

“I think that Migros’ environmental policy is exemplary. It is an important reason why I shop here every day.”







# Responsibility

In accordance with the principles of Migros, we support logistics and transport companies that are particularly environmentally friendly.

This involves, amongst other things, always choosing the best route of transportation, avoiding empty loads, also using different types of vehicles such as refrigerated trucks for transporting uncooled goods or supplying stores directly. It is therefore natural for us to favor rail transport for long-distance shipments. With considerable results: With a freight volume of one million tons per annum, Migros is the largest customer of SBB Cargo in Swiss rail transport.

Migros does not only offer environmentally-friendly produced Food and Non Food products but also systematically promotes a sustained development, covering the entire supply chain from producer to the display of goods on store shelves. One example are Migros textiles carrying the Eco label.

Daniela Lüthi, Clerk at FMC Logistics Transport, Zurich

“Our work is fascinating. We are confronted with different challenges and are each day in contact with exciting people.”



# Organization

Our organization is designed to develop for each request and requirement within the Migros group a right solution for the respective customer or need:



**At national** level we organize distribution shipments from the distribution centers in close cooperation with the Migros Cooperatives and combine these with procurement shipments from the industrial companies and with third-party shipment orders.



**At international** level we transport all goods under the control of the Migros group. Migros is also one of the largest Swiss importers of products imported in Switzerland from the Far East.



**Migros Exchange Equipment Management (MTM)** ensures within the Migros group and for over 1000 suppliers and partners that the right type and number of reusable packaging, such as containers, pallets and wire-mesh surrounds are available at all times.



# FMC Logistics Transport

## How to reach us best

### By public transport

#### From Zurich main station

Tram no. 4 (direction Werdhölzli) or tram no. 13 (direction Frankental) to Dammweg stop.

#### From Hardbrücke station

Footpath towards Escher-Wyss-Platz, after approx. 400 m turn right into Josefstrasse.

### By car

#### From St. Gallen

Follow motorway towards city centre direction Bern/Basle

#### From Bern/Basle

Motorway exit Zurich-Hardturm

#### From Chur

Follow signs for Bern/Basle

Migros-Genossenschafts-Bund

Direktionsbereich Logistik Transport

Josefstrasse 214, CH-8005 Zurich

(Postal address: P.O. Box 1766, CH-8031 Zurich)

Phone: +41 44 277 31 01

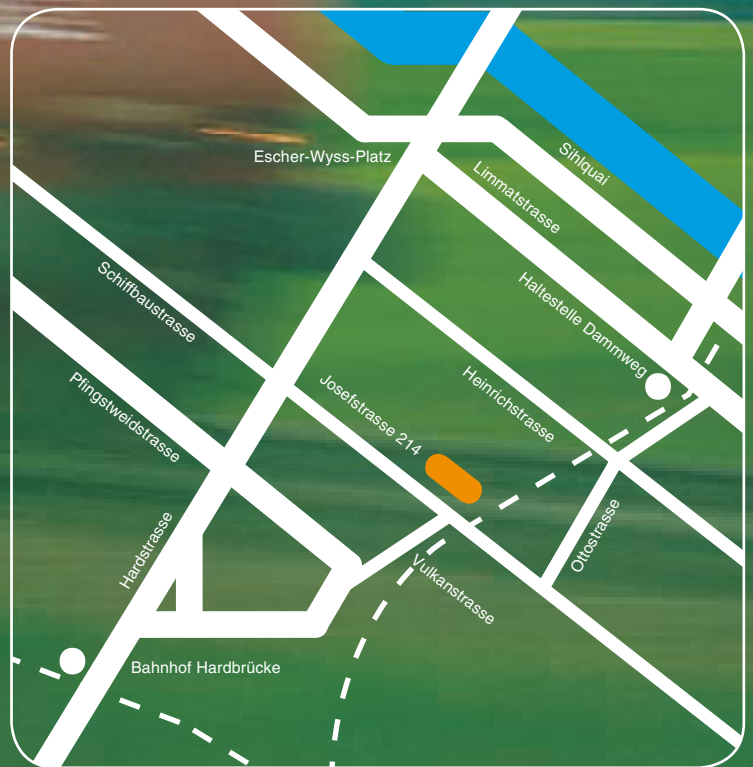
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# MIGROS